



April 28, 2016

Mayor Jeff Scrima  
Mayor  
Waukesha, City of  
201 Delafield Street  
Waukesha, WI 53188

**Re: Transition to all digital format**

Dear Mayor Scrima:

On or about June 21, 2016, Time Warner Cable ("TWC") will begin the transition of our television service in Wisconsin to an exclusively all digital format. This enhancement will provide customers with better picture quality, crisper sound, and allow us to deliver even more advanced services.

You will recall, we began this process of converting analog channels to a digital-only format a few years ago. At that time several channels including all Public, Educational and Government Access channels (PEG) were converted to the digital format. Government and residential customers who did not already have digital equipment on their televisions needed a digital set top box, digital adapter (DA), or a CableCARD-equipped UDCP to continue viewing those channels.

This transition in June will convert the remaining analog channels to digital. If you already have digital equipment on your televisions no action is required. However, if you need additional digital adapters (DAs), Time Warner Cable will once again, provide DAs and remote controls free, until October 6, 2017, upon request. The free period applies to each digital adapter ordered between April 11, 2016 and January 31, 2017. At the expiration of the free period, retail rates will apply to each digital adapter (DA).

If you wish to obtain additional digital adapters please fill out the attached form and send it to our attention as directed.

TWC will provide customers with at least 30 days advance written notice of this digital transition to make it as seamless as possible. Enclosed is a copy of our customer notification for your reference.

As always, if you have any questions, please contact me at (414) 277-4193 or via e-mail at [celeste.flynn@twcable.com](mailto:celeste.flynn@twcable.com) or Margaret Bailey Stewart, Manager of Government Relations, at (414) 277-4087 or [margaret.bailey-stewart@twcable.com](mailto:margaret.bailey-stewart@twcable.com).

Sincerely,

A handwritten signature in cursive script that reads "Celeste M. Flynn".

Celeste Flynn  
Vice President, Government Relations